

IOT FSSA-DFR Eligibility Team

Who We Are:

A 10-member team that supports and maintains the statewide server hosting and desktop support for the Family and Social Services Administration's Division of Family Resources. Four System Administrators are dedicated to FSSA/DFR, and six desktop field techs handle both DFR and other agencies.

Our Mission:

Support/maintain DFR servers and desktops and work with agency to minimize cost.

Located:

Four System administrators in IGCN – 5th Floor.

Six Desktop field techs located in Lake Co., Ft. Wayne, Grant Co., Clark Co., Vanderburgh Co. and Marion Co.

Department: 493028

Manager: Lois Remick

What We Do:

We support server hosting on more than 360 servers and 5,400 desktops statewide. We also provide technical requests for adds/moves/changes for 120 local DFR offices and 11 large call centers. The team also supports and works with five partners with system application issues, new hardware requirements and code deployments when needed. The team also acts as DFR liaison between all IOT groups to better assist with technical issues and/or IOT policy and procedures when working within the FSSA DFR infrastructure.

Our Products:

1145 Dedicated FSSA Support

Our Tools:

ABLogfile	Live log reader
AD Domains and Trusts	AD Tool
AD Users & computers	AD Tool
ADSI edit	AD / LDAP Tool
AngryIPScanner	IP Scanner
ASPRunner	Using Trail version – requested purchase
AutoIT	Scripting tool (being replaced by PowerShell)
Cerberus\BitVise	SFTP management software
Computer management	Server Tool
DHCP	DHCP Tool
DNS	DNS Tool
Group Policy Mgmt.	Group Policy Tool
Group Policy	AD Tool
I3 Client/Business/Server Mgr	DFR Phone System server support
Ldp.exe	LDAP Tool
Netscaler	Citrix Netscaler load balancing
Notepad, Notepad++	View/Edit text files, scripts, batch files, etc.
Office Products	Word Excel PowerPoint
PAL	Server Performance Tool
Performance Monitor	Server Tool
PowerShell	Running scripts, remote tasks
Proc. Mon.	Process Monitor
Putty	SSH tool
Qm.exe	SFTP tester
RoboCopy	File copy utility
Royal TS	RDP manager
SCOM Console	Alerting

Security Explorer 8	Security permissions management software
Snagit	Screen capture/editing for documentation
SQL management studio	SQL Tools
TreeSize Pro	Server file admin – finding large/hidden files etc.
VFire	Ticket management
Visio Pro	Environment drawings
VSphere	VM tool
WebEx	Online meeting hosting
WinScp	SFTP management software
Wire Shark	Network tool

Our Metrics:

Server and Storage Availability 99.9%+ G; 96.9%+ Y; <96.9% R Mon-Fri 6am-6pm excluding state holidays

Our Customers:

FSSA's Division of Family Resources (DFR). This division houses data for more than 1.4 million eligible recipients of assistance and 1.5 times that number of applications per year. DFR is an \$8 billion agency that provides benefit assistance under such programs as Medicaid/SNAP/TANF, HIP 2 and the Affordable Care Act. The division has partners (RCR, IEDSS, ICES, Xerox, Rescare, and Netfor) that help support applications, call centers, training initiatives and tier 1 help desk calls.

Our Budget:

The FSSA budget pays for four System Administrators. The IOT Seat budget pays for six desktop field technicians.

Recent Major Accomplishments:

- Assist with IEDSS RCR re-write of Phase 1 SNAP benefit portal.
- IVR phone system upgrade and 911 phone line in every office.
- I3 VoIP physical phone conversion to standardized USB headsets (2345) statewide.
- LMS application software upgrade on new 2008 servers.
- IEDSS CDMS worker portal
- Cognos Mobile / Netscaler
- Implement new environment for SOIESB BizTalk.
- Server 2003 – 2008 Upgrade and decommission.
- Implement Netscaler load balance connections between ICES/IEDSS/Biz Talk.
- Implement Ikon Ricoh Scan Server and divide the number of devices across 2 new servers to help with volume load.
- Install CimTrak monitoring software tool.
- Assisted with PC refresh group.
- Assist with Exadata PDZ, PAZ, rules for co-partners in the protected data zone.

Current Projects:

- 2016 – IEDSS Phase 2 SNAP benefit portal.
- Planning for additional equipment needs for implementation at 11 call centers for IEDSS benefit portal training..
- CDMS (Document Management) for RCR Systems, design, new hardware 14 servers).
- Design Visio drawings for new hardware requirements on the state network.
- IEDSS new server builds in PZ.
- CA Agency Cluster
- IEDSS Oracle Exadata Support & File Server.
- Assist install of OPEX equipment for scanning software at the DR site in Madison Co.